

Customer Service Report for the Network Branch



For the period: Friday, June 01, 2007 12:00:00 AM to Saturday, June 30, 2007 11:59:59 PM

Snapshot Date: 7/1/2007 6:16:08 AM

	CREATED				ASSIGNED /PENDING/CHECKED OUT			CLOSED			AVG MIN
	DCS	Ntwk	Web	Other	DCS	Ntwk	Other	DCS	Ntwk	Other	To Close
Accounts											
Access/Login	31	0	0	34	0	0	1	5	0	59	3
Deactivate/Close	2	0	0	84	0	0	1	84	0	1	0
Edit Account	0	0	0	2	0	0	0	0	0	2	0
General Info	0	0	0	1	0	0	0	0	0	1	0
Password Reset	1	0	0	6	0	0	0	0	0	7	0
Password Self Service	3	0	0	0	0	0	0	2	0	1	15
Register/Open	5	0	0	248	0	0	0	247	0	6	0
Workstation/Add	0	0	0	70	0	0	0	0	0	70	0
Application Support											
COTS-InternetExp-Troubleshoot	1	0	0	0	0	0	0	0	0	1	2
COTS-Windows-Troubleshoot	1	0	0	0	0	0	0	0	0	1	2
Specialized Application	2	0	0	0	0	0	1	0	0	1	2
Update/Upgrade	26	0	0	13	0	0	4	1	0	34	2
Web Apps-Troubleshoot	0	0	0	2	0	0	1	0	0	1	0

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Back Office Support											
Active Directory	0	0	0	3	0	0	0	0	0	3	0
Backup/Restore	8	0	0	1	0	0	2	0	0	7	3
Permissions/Shares	76	0	0	5	0	0	9	7	0	65	5
Reset Limits	2	0	0	0	0	0	0	0	0	2	4
CIT Categories											
LISTSERV	48	0	0	0	2	0	2	42	0	2	13
Connectivity											
Data lines	0	0	0	6	0	0	0	0	0	6	0
Dial Up	1	0	0	0	0	0	0	1	0	0	29
General Info	1	0	0	0	0	0	1	0	0	0	0
Proxy Server	2	0	0	0	0	0	0	0	0	2	6
TCP/IP	25	0	0	3	0	0	2	9	0	17	12
Email											
General Info	1	0	0	0	0	0	0	1	0	0	1
MS Outlook	8	0	0	3	0	0	0	4	0	7	7
Hardware											

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Desktop/Config/Setup	1	0	0	0	0	0	0	0	0	1	3
Scanners/Troubleshoot	0	0	0	1	0	0	1	0	0	0	0
Servers/Config/Setup	1	0	0	1	0	0	0	0	1	1	2
Local LAN											
LocalLAN/Connectivity	43	0	0	14	0	0	4	5	0	48	6
LocalLAN/General Info	2	0	0	0	0	0	0	0	0	2	4
NIH Cabling Infrastructure-Cabling											
New-Inside-Plant/Fiber	0	1	0	1	0	0	0	0	0	2	0
NIH Services											
Other	1	3	0	0	0	1	0	0	2	1	4
NIHnet											
Chronic-Other	1	0	0	0	0	0	0	0	1	0	6
Chronic-Remote Access Parachute	1	0	0	0	0	0	1	0	0	0	0
Chronic-Remote Access VPN	0	1	0	0	0	1	0	0	0	0	0
DNS	1	0	0	0	0	0	0	1	0	0	4

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HazCon-Access	0	0	0	1	0	0	0	0	0	1	0
HazCon-Distribution	0	1	0	0	0	0	0	0	1	0	0
HazCon-FACnet	1	2	0	0	0	2	0	0	1	0	0
HazCon-Other	0	2	0	1	0	1	1	0	1	0	0
HazCon-Wireless	1	0	0	0	0	0	0	1	0	0	17
Impairment-Access	4	3	0	1	0	1	0	0	4	3	28
Impairment-Bldg 12 Data Center	1	0	0	0	1	0	0	0	0	0	0
Impairment-Core	0	1	0	0	0	0	0	0	1	0	0
Impairment-Distribution	0	2	0	0	0	0	0	0	2	0	0
Impairment-FACnet	1	3	0	0	0	1	0	0	3	0	2
Impairment-Other	4	5	0	0	0	3	1	0	5	0	7
Impairment-Wireless	5	0	0	1	0	1	1	0	2	2	6
Inquiry	12	18	0	3	0	9	1	2	13	8	8
Inquiry-Remote Access Parachute	1	0	0	0	0	0	0	1	0	0	8
LAN Closet	19	0	0	3	0	0	0	0	12	10	5
Maintenance-Access	1	4	0	1	0	2	1	0	1	2	1

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Maintenance-Bldg 12 Data Center	3	1	0	0	2	0	0	1	1	0	2
Maintenance-Distribution	0	1	0	1	0	1	1	0	0	0	0
Maintenance-DMZ	0	2	0	0	0	0	0	0	2	0	0
Maintenance-Facilities HVAC	2	0	0	0	1	1	0	0	0	0	0
Maintenance-Facilities Power	8	0	0	0	0	1	0	6	1	0	13
Maintenance-FACnet	0	2	0	6	0	3	4	0	0	1	0
Maintenance-NIH Customer	0	1	0	0	0	1	0	0	0	0	0
Maintenance-Other	12	3	0	1	4	3	0	8	0	1	8
Maintenance-Remote Access Parachute	0	1	0	0	0	1	0	0	0	0	0
Maintenance-Remote Access VPN	2	2	0	0	0	1	0	0	3	0	4
Maintenance-Sterling CIT Data Center	0	1	0	0	0	1	0	0	0	0	0
Maintenance-Vendor	0	1	0	0	0	1	0	0	0	0	0
Maintenance-Wireless	0	3	0	2	0	1	1	0	2	1	0

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Network NMS-Device Config Backup	0	6	0	0	0	1	1	0	3	1	17
Network NMS-NMS Element Manage	0	9	0	0	0	0	1	0	2	6	0
Network NMS-NMS Element Un-manage	0	3	0	3	0	3	0	0	2	1	0
Network Sec-Firewall	3	2	0	8	0	0	6	0	4	3	2
Network Sec-Other	0	6	0	4	0	1	1	0	5	3	0
Network Sec-Router ACL	0	2	0	0	0	0	0	0	2	0	0
Outage-Access	3	3	0	0	0	0	0	1	4	1	12
Outage-Bldg 12 Data Center	6	4	0	0	0	1	0	6	3	0	9
Outage-FACnet	0	13	0	0	0	0	0	0	12	1	0
Outage-NIH Customer	1	2	0	0	0	0	0	0	3	0	1
Outage-Other	4	13	0	0	0	1	0	4	10	2	8
Outage-Sterling CIT Data Center	0	1	0	0	0	0	0	0	1	0	0
Outage-Vendor	0	2	0	0	0	0	0	0	2	0	0
Outage-Wireless	0	22	0	0	0	1	0	0	19	2	0

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	DCS	Ntwk	Web	Other	DCS	Ntwk	Other	DCS	Ntwk	Other	To Close
Server Support-DNS	3	1	0	0	0	1	0	1	0	2	13
Server Support-Other	6	1	0	0	0	0	0	5	0	2	9
Server Support-Server Admin	1	0	0	0	1	0	0	0	0	0	0
Server Support-TACACS	0	3	0	3	0	0	0	0	6	0	0
Service Prov-Access	2	0	0	1	0	0	0	0	3	0	7
Service Prov-Bldg 12 Data Center	2	0	0	2	0	0	1	0	0	3	4
Service Prov-FACnet	0	1	0	1	0	0	1	0	1	0	25
Service Prov-IP Address Admin	17	1	0	1	0	2	3	2	1	11	9
Service Prov-Other	14	0	0	0	0	0	0	1	9	4	4
Service Prov-Port Add	55	1	0	2	0	0	8	2	18	30	6
Service Prov-Port Change	34	1	0	1	0	2	5	1	12	16	6
Service Prov-Port Move	2	0	0	0	0	0	1	0	0	1	8
Service Prov-Remote Access VPN	0	2	0	0	0	0	0	0	1	1	0

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	DCS	Ntwk	Web	Other	DCS	Ntwk	Other	DCS	Ntwk	Other	To Close
Service Prov-Wireless	4	0	0	2	0	2	1	0	1	2	2
Security											
Security Awareness Training	6	0	0	0	0	0	0	1	0	5	7
Web Site Issue (non-CIT)											
Development	1	0	0	0	0	0	1	0	0	0	0
Inaccessible	4	0	0	0	0	0	0	3	0	1	16
Other	3	0	0	0	0	0	0	1	0	2	37
Wireless Services											
BB/Configuration/Setu p	0	0	0	2	0	0	0	0	0	2	4
BB/Other	2	0	0	0	0	0	0	2	0	0	8
WN/Request	4	0	0	0	0	0	0	2	0	2	6
WN/Troubleshoot	3	0	0	0	0	0	0	0	0	3	7
Grand Total:	552	163	0	549	11	52	71	460	183	487	4

Total Tickets Closed: 1130

Total Tickets Assigned/Pending/Checked Out: 134

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Total Tickets Created: 1264